

Name _____

Period _____

Management Skills
Ch 11 -- Sec 1 Management Structures

Management

Businesses are organized in two ways:

1. Vertical Organization

- _____ structure
- Managers _____ of management or _____ employees.
- Goal is to _____ a particular department _____ well.
- _____ organization

Levels of Management

• **Top Management**

- Those who _____ that affect the whole company
- Examples: _____

• **Middle Management**

- Their job is to _____ of top management
- They plan ways that departments under them can _____ top management's _____.
- They _____ supervisory level managers.

• **Supervisory-Level Management**

- Front-line managers _____ who carry out the tasks determined by the plans of middle and top management.

—They _____ and _____ of production or service employees.

2. Horizontal Organization

•Involves _____ that set their own goals and make their own decisions.

•Organized _____ instead of function.

• _____

•Most companies _____ the two types of management.

•**Self-Managing Teams**

—Employees are organized into teams that _____.

—The team _____ is nearest to an overall manager. The “owner” acts more like a _____.

— _____ — encouraging team member to contribute to and take responsibility for the management process. It contributes to _____

•**Organization by Process**

—Self-managing teams are _____ around particular process, such as developing new products or providing customer support.

—Teams are made up of people with _____ such as marketing research, design, engineering, and finance.

•**Customer Orientation**

—Source of direction is the _____

—Managers have direct access to customer _____.

—Result is large _____, high _____, and satisfied investors.